

# **Blue Granite Water Company**

**2021**

## **Quarterly Performance Report**

**2nd Quarter 2021**

Contents

Billing Results

Call Center Performance

Customer Complaints

Report Submitted: 06/21/2021

## Customer Billing

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q21 Actual	YTD
# of Bills Rendered	21939	21704	22347	65990	22386	22285	10269	54940	120930
% of Billing Accuracy	98.7%	99.6%	99.1%	99.1%	99.5%	99.4%	100.0%	99.6%	99.4%
Summary of Causes of Billing Adjustments									
Billed in Error	24	4	17	45	3	19	0	22	67
Rate Change	0	0	0	0	0	9	0	9	9
Wrong Bill Cycle	0	9	50	59	29	17	0	46	105
Wrong Customer Billed	0	1	0	1	0	0	0	0	1
Wrong Period Billed	17	4	9	30	7	16	0	23	53
Wrong Rate	1	0	1	2	1	1	0	2	4
Wrong Read	248	65	127	440	77	76	3	156	596
# of Billing Exceptions	258	410	760	1428	5965	5887	4007	15859	17287
Avg # of Days to Resolve Billing Exceptions	1.42	12.04	10.14	7.87	7.17	10.12	9.85	9.05	8.46

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## Call Center Operations

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q21 Actual	YTD
# of Calls Received at all Centers	2515	2717	3724	8956	3355	2393	1240	6988	15944
*Average Speed of Answer / Service Level	81.7%	78.3%	76.6%	78.9%	80.1%	92.3%	86.9%	86.4%	82.6%
Abandon Rate	2.1%	2.3%	2.9%	2.4%	2.4%	2.7%	1.6%	2.3%	2.3%
Longest Wait Time in Queue	0:05:45	0:06:20	0:06:39	0:06:39	0:06:51	0:06:30	0:06:38	0:06:51	0:06:51
Average Wait Time	0:00:33	0:00:39	0:00:42	0:00:38	0:00:37	0:00:33	0:00:26	0:00:32	0:00:35
Average Customer Treatment Time	0:06:44	0:08:51	0:10:38	0:08:44	0:19:14	0:08:21	0:06:26	0:11:20	0:10:02

\*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

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## Customer Complaints

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q20 Actual	YTD
# of Complaints Received	349	726	624	1699	564	317	246	1127	2826
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complaint Rate	1.58%	3.28%	2.81%	2.56%	2.54%	1.42%	1.10%	1.69%	2.56%
<b>Types and Number of Types of Calls Received from CWS Customers</b>									
High Bill Investigation	70	222	286	578	206	58	46	310	888
Air in Water	1	0	0	1	0	9	1	10	11
Clogged Sewer	13	40	25	78	24	15	8	47	125
Discolored Water	13	16	11	40	7	16	3	26	66
General Investigation	19	26	29	74	22	17	25	64	138
High or Low Pressure in the Water	27	38	28	93	36	20	17	73	166
Lawn Repair for Sewer Breaks	0	4	2	6	1	0	1	2	8
Lawn Repair for Water Breaks	0	2	7	9	6	3	2	11	20
Lift Station Problems	2	4	2	8	4	4	1	9	17
Mineral Amount in Water	1	0	0	1	0	0	2	2	3
No Water	81	74	43	198	30	39	12	81	279
Noise in Sewer	0	0	0	0	1	0	0	1	1
Odor in Sewer	4	0	1	5	5	1	2	8	13
Repair/Replace Meter Box	2	4	7	13	12	6	4	22	35
Repair Road	4	14	4	22	5	1	1	7	29
Sewer Main Break	0	0	1	1	0	1	2	3	4
Sewer Miscellaneous Complaint	8	28	5	41	11	6	12	29	70
Sewer Service Line Break	9	18	10	37	11	7	6	24	61
Taste or Odor in the Water	2	0	6	8	5	1	2	8	16
Water Quality	8	16	10	34	4	12	7	23	57
Water Main Break	13	22	9	44	7	4	9	20	64
Water Miscellaneous Complaint	15	28	31	74	18	15	19	52	126
Water Service Line Break	40	76	58	174	65	58	42	165	339
Test Meter	17	94	49	160	84	24	22	130	290

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## Complaints and Resolutions

Customer Name	Customer Complaint	Company Response	Resolution Date
G.L.	Customer reported high bill and fluctuating billing	Blue Granite reviewed this customer's bill and determined that an inaccurate meter read led to a higher-than normal bill. The company tested the meter and looked for leaks that might also have contributed. No leaks were found and the meter was found to be working properly. The customer's meter was then re-read and a re-calculated bill sent.	4/6/2021
M.L.	Customer reported high bill	Blue Granite reviewed this customer's bill and determined that an inaccurate meter read led to a higher-than normal bill. The company tested the meter and looked for leaks that might also have contributed. No leaks were found and the meter was found to be working properly. The customer's meter was then re-read and a re-calculated bill sent.	4/6/2021
A.M.	Customer reported high bill	Blue Granite reviewed this complaint for a high bill and resolved to re-read the customer's meter and check for leaks at the site that might have caused it. None were found.	4/6/2021
M.H.	Customer reported missed meter reads	This complaint is part of the larger meter reading issue that Blue Granite recently experienced in the Midlands. After determining that no mechanical issues or defects existed, Blue Granite staff re-read the meter and re-calculated the bill. A \$200.00 bill adjustment credit was also applied on a one-time only basis. This re-calculated bill was then sent to the customer.	4/8/2021
M.B.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/8/2021
K.G.	Customer reported high bill	Blue Granite reviewed this complaint for a high bill and resolved to test the customer's meter and determine if there was a leak involved. When the company's team members arrived on site to complete the work order, the customer told them she was no longer interested in the test and asked them to leave.	4/8/2021
A.B.	Customer reported missed meter reads	This complaint is part of the larger meter reading issue that Blue Granite recently experienced in the Midlands. After determining that no mechanical issues or defects existed, Blue Granite staff re-read the meter and re-calculated the bill to verify its accuracy.	4/9/2021
F.B.	Missed meter reads leading to high bills	After receiving this complaint, Blue Granite reviewed customer's account and is in the process of scheduling a test for the meter at his residence. A credit of \$50.00 was authorized. The meter test results showed a 100% accurate reading.	4/9/2021
S.G.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/13/2021
S.O.	Customer reported high bills	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/13/2021
S.F.	Customer reported high bills	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/13/2021
S.W.	Customer reported high bills	Upon review of this account, Blue Granite determined that an adjustment was needed to correct for an inaccurate meter reading. That adjustment was done and the bill was re-sent to the customer. Even after the adjustment the customer carried a balance, so the company included information about the Payment Plans and Payment Arrangements that were available to the customer to avoid potential service interruptions due to non-payment.	4/13/2021
P.H.	Customer reported missed meter reads	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/15/2021

V.S.	Customer reported high bills. Customer also requested that her meter be checked and that she be allowed to be present during that.	Blue Granite tested this customer's meter and determined it was working properly, the most recent reading was on 4/1/2021. A company operator spoke with the customer about speaking with a manager regarding any further issues and facilitated that communication.	4/15/2021
G.C.	Customer reported high bills	After investigating the customer's complaint, Blue Granite was not able to find any technical or mechanical error that resulted in high bills. The customer's bill increases were consistent with the most recently approved PSC-rate increase.	4/15/2021
J.C.	Customer reported high bill	After receiving this complaint and investigating, Blue Granite found that the current customer was new and needed to take certain steps to begin service. The service was then restored in the correct name.	4/15/2021
C.S.	Customer reported high bills	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/15/2021
M.D.	Customer reported missed meter reads	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/15/2021
A.O.	Customer reported missed meter reads	After investigating this complaint, Blue Granite determined that the customer had received an inaccurate bill based on an incorrect meter reading. As a result, a corrective re-imbursement credit of \$140.00 has been authorized for this customer, and the customer has been notified of the correction.	4/15/2021
S.M.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/22/2021
T.B.	Customer stated that he did not receive a bill for February 2021 and that his March 2021 was very high	After investigating this high bill complaint, Blue Granite determined that an error was made. The company found the meter to be working properly for there not to be any leaks that might have caused the high bill being complained of. As a result, a corrective miscellaneous bill adjustment was authorized in the amount of \$520.14 for the customer's account.	4/23/2021
C.F.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	4/28/2021
H.B.C.	Customer reported high bills	After receiving this complaint, Blue Granite reviewed the customer's accounts. The physical master meter on the apartment building was tested and found to be failing to pick up lower-flow water amounts, resulting in consumption reports that were actually lower than they should have been. Additionally, the customer has not made a payment in almost 8 months, despite receiving sizable adjustments to their accounts by Blue Granite over the course of that time frame. The investigation into the complaint is on-going.	5/3/2021
J.S.	Customer reported high bill	After investigating this complaint, Blue Granite determined that the customer had received an inaccurate bill based on an incorrect meter reading. As a result, a corrective re-imbursement credit of \$100.00 has been authorized for this customer, and the customer has been notified of the correction.	5/7/2021

N.V.	Customer reported high bill	An investigation of this complaint revealed that the customer's meter was not working properly, and so was scheduled for replacement. That replacement was not timely, and led to a higher bill for the customer. As a result, a \$95.00 bill credit was authorized to correct mistake.	5/7/2021
T.B.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	5/7/2021
C.K.	Customer reported incorrect bill	After investigating the customer's complaint, Blue Granite determined that the meter was correctly read and verified the amount of water through the meter. As such, the bill he received was accurate.	5/13/2021
D.C.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	5/14/2021
V.G.	Customer reported high bill	After investigating this complaint, Blue Granite resolved to re-read and test the customer's meter for proper function. The meter passed and the customer received a \$47.40 adjustment credit to her account, leaving her a balance of \$122.73. She was also informed of the options that Blue Granite offers for payment plans and arrangements.	5/18/2021
E.S.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	5/18/2021
D.B.	Customer reported incorrect bill	After investigating this complaint, Blue Granite determined that the meter was correctly read and verified the amount of water for the bill in question. It was also determined that the bill in question was a "true-up" bill for the December 2020 bill that was underbilled. A meter test showed the meter to be working properly and there to be no leaks on the property.	5/18/2021
E.C.	Customer reported high bill	Blue Granite's investigation of this complaint revealed there was an errant meter reading that led to an inaccurately high bill. No leaks were found and the customer's meter was found to be working properly. As such, a credit of \$525.81 was applied to the account in order to ensure the customer only paid their twelve month average.	5/18/2021
J.J.	Customer reported high bill	Blue Granite reviewed this customer's complaint and history of Customer Experience communications and issued an order to stop service to the customer's address and close the account. This is the result of multiple requests by the customer's Power of Attorney to stop incurring even the base costs of water at this address.	5/19/2021
R.S.	Customer reported missing/incorrect bill	The company reviewed this account after the complaint of a missing bill for March 2021 and found the customer was one of the affected customers from the larger meter read issue that the company experienced in the Midlands of South Carolina. According to Blue Granite's database, the March bill was withheld until it could be re-read and accurately verified. That was why the customer received two bills in April, one was their march bill. Both bills were within the usual range for usage and cost for the customer.	5/19/2021
B.G.	Customer reported high bill	The company reviewed this high bill complaint and determined that the specific bill at issue represented a "true-up" bill related to a previous underbilled amount. This customer's situation was impacted by the larger meter read issue that the company experienced in the Midlands.	5/19/2021
K.A.	Customer reported high bill	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. No mechanical errors or malfunctions were detected.	5/21/2021
G.B.	Customer reported water quality issue	Blue Granite investigated this customer's complaint of black debris being present in his water. The company's field operative determined that the water from the customer's spigot was clear, and thus that the black debris was the result of something existing in the customer's home, not coming from water provided by Blue Granite. The company also informed the customer that the pipes in his area were scheduled to be flushed before July 1, 2021.	6/4/2021
C.L.	Estimated bills	After investigating the customer's complaint, Blue Granite determined that the high bill was actually a "true-up" bill for previous months when the customer was underbilled for the water consumed. A meter test has been scheduled to	6/10/2021

		ensure there are no mechanical defects, but has not yet been completed. If the meter is defective, it will be changed out and an appropriate bill credit authorized to compensate for any negative impacts.	
D.G.	Customer reported high bill	Blue Granite's investigation of this complaint revealed the customer's claims to be accurate with regard to the defective meter and its impact. The meter was then replaced and a bill credit authorized in order to ensure the customer paid only their monthly average over the past twelve months.	6/10/2021
C.D.	Customer reported high bill and high volume	Blue Granite's investigation of this complaint revealed the only leak involved to be on the customer's side of the line. The customer's meter has been tested and is functioning properly, with no leaks on the company's side of the line. Meter reads have been check and re-checked for accuracy, and no errors found.	6/11/2021
M.H.	Customer reported high bill	Blue Granite's response to this complaint included historical usage data for the customer, at ORS's request, as well as a determination that the specific high bill in question (March 2021), was the result of a "true-up" effort due to underbilling in previous months when the meter readings were estimated by Blue Granite's contracting third party. When the meter was re-read and verified by Blue Granite operators, the bills were re-calculated to accurately reflect the amount of water that passed through the meter.	6/11/2021
J.B.	Customer reported high bill	Blue Granite's review of this customer's account revealed a long list of service-related investigations into high-bill and high-usage complaints, seven in the last year alone. In that time, the customer's meter was tested and leaks looked for multiple times. On only one occasion was a small leak found and repaired. The customer is signed up for a payment plan in order to address their balance and is current on their payments.	6/11/2021
A.C.	Customer reported high bill	Blue Granite informed the customer of the leak on his property at the earliest possible time, and has provided all necessary information and documentation that he needs in order to complete a self-repair of the leak in order to receive reimbursement from the company. Any future adjustment of the customer's bill will be determined after the necessary documentation is received. A meter test for this location is pending to determine whether it is defective. If so, it will be exchanged and ORS notified.	6/16/2021
T.W.	Auto-draft error	Blue Granite investigated this customer's complaint and determined that a misunderstanding to be the cause of the \$2.50 fee being drafted from the customer's account. After the company's Customer Experience Team contacted the customer to explain the error, the fee was refunded.	6/18/2021
J.W.W.	Service	On-going (came in 6/21/2021)	On-going